Intervals as negotiated/contracted on an Individual Case Basis (ICB) unless tariffed. Connectivity complements as described in T-S-Ds for network interconnection services provided.

B - Description of Centers Affected and their Roles

1) Operator Services Force Center will monitor demand requirements and adjust human resource schedules as required.
2) DBAS will handle updates to DA database to reflect customer listing requirements.
3) LCSC - receive and process orders and handle billing inquiries, adjustments etc., and to update directory database.
4) Billing - Investigate Billing errors.
5) NISC - Install trunks and do translations.
6) CPG - Order trunks.

C - Ordering Standards and Order Reception Standards

DA Access for CLECs will be ordered through the LCSC.

D - Repair Standards and Repair Order Reception Standards

Not applicable.

E - Service Management

1) Operator Services Force Center will monitor demand requirements and adjust human resource schedules as required.

2) Operator Services Facilities Management in conjunction with the NRC and RTOC will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.

F - Billing and Special Arrangements

1) CABS or CRIS
DA Access for facility based CLECs will be billed in CABS
DA for unbundled PORT CLECs will be billed in CRIS.
CLECs will be billed for each DA Attempt.

2) Release Requirements

May need to bill "Post Facto" until IT/Comptrollers prepared to mechanize billing procedures. In this case, data would need to be tracked manually until systems are functional.

3) Special Considerations (CLUB, special medium, etc.)

None.

G - Internal Training Requirements

Training to be developed for the following Centers and Work Groups as needed:

1) LCSC
2) DBAS
3) Billing
4) Account Team

H - Staff Support Requirements

1) Initial Roll-Out

Support needed for centers and systems described above for M&P development, training, etc.

2) Ongoing Requirements

Support needed for centers and systems described above for ongoing updates to systems, documentation and training.

TAB 14

Directory Assistance Call Completion (DACC) Acce

Technical Service Description
May 12, 1997

Document Prepared by:

Product Manager:
Nancy Becker 404/529-7382

Project Manager:
Carol Olsen 404/529-7367

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I. Market Service Description

A - Basic Service Features

Directory Assistance Call Completion (DACC) Access will be offered to CLECs who also subscribe to DA Access service. DACC will allow an CLEC end user's calls to BellSouth Directory Assistance to be automatically (i.e., without having to dial the number) completed aft obtaining a directory listing number. Following provision of the DA listing, a standard announcement will advise the customer of an option to have the call completed automatically. While customers will have certain transport options concerning the method of connectivity to BellSouth's Operator Services System (OSS), there are no optional network features directly associated with this service.

B - Basic Service Capabilities

All local and intraLATA call completion attempts are routed over an intertoll trunk facility directl to the terminating end office that serves the designated number. An Automatic Message Accounting (AMA) record that includes conversation time, originating, terminating and billing number details is made for each call completion attempt. This record is in addition to the reco: made of the Directory Assistance transaction.

DACC Access Service is available to CLECs subject to the following conditions:

◊ CLEC must subscribe to BellSouth Directory Assistance Service.
◊ ANI must be available.
◊ The requested listing must be a published number.
◊ The number retrieved for the database must be intraLATA with respect to the originating line number.
◊ DACC Access Service is provided via mechanized means. No live Operator assistance will be provided in conjunction with DACC.
◊ End users must indicate via keypad (DUAL Tone Multi-Frequency (DTMF)) input that they desire call completion or the CLEC must agree that all intraLATA and lo calls should attempt to complete.

DACC Access Service may be provided to an CLEC only if all of the above conditions are met NPAs 500, 700, 800, and 900 are not eligible for DACC Access Service. Certain NXXs are al: excluded.

The basic DACC Access Service offering does not include the following:

♦ Speech Recognition
♦ Alternate Billing Capability
♦ Access from Public Access Telephones (PATs)

DACC Access T-S-D
Operator Services Interconnection 5/12/97

- ♦ Detail Billing
- ♦ InterLATA Call Completions
- ♦ Retry or StarBack
- ♦ Live Operator access after selecting Call Completion
- ♦ Access from Class of Call Screened Line
- ♦ Access from Hotel/Motel or Cellular

C - Forecast

Demand used to calculate TELRIC rates is the total offered load on existing systems associated with BellSouth's provision of DACC to its end users today. Demand is for CY 1996.

1) Regional (interstate and intrastate)

90.7 M Calls

2) State (interstate and intrastate)

AL	5.5 M Calls	FL	20.5
GA	21.1	KY	2.2
LA	7.9	MS	5.5
NC	6.2	SC	4.5
TN	17.3		

3) Geo/wire Center (if applicable)

Not Applicable

D - Pricing Structure and Description

1) NRC (non-recurring charge)
Only those associated with facilities that must be installed for transport.

2) Recurring Charges

Rate for DACC per attempt   *$x.xxx/attempt*

3) Credit Terms (for failure to meet commitments)
Same as those described generically in current carrier tariffs for access services.

E - Deployment Schedule

Service can be provided now. Orders will be handled manually until standard ordering procedures are finalized.

F - Distribution Channels

Facilities Based PORT CLECs Use Access Service Request (ASR) process through Local Customer Service Center (LCSC).

Unbundled PORT CLECs Use Local Service Request (LSR) process through Local Customer Service Center (LCSC).

G - Product Codes, Sales Codes Requirements

Product Code 61; no need for sales codes has been identified.

H - Product Tracking Needs

Billing will be accomplished via AMA recordings. Revenue Account Codes are needed.

1) Number of DACC Attempts
2) Revenue

I - Tariff, Contract or Other Agreement

1) **Tariff Requirements**
   No state PSC tariff requirements have been identified.

2) **Contract and Contract Administration Requirements**
   Will be provided as part of general contract with CLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service.

J - Advertising and Promotion Plans and Requirements

None.

K - Customer Training Considerations

Negligible.

L - Staff Support Requirements

1 JG 59 Product Manager currently supporting transaction.
1 JG 58 Project Manager currently supporting transaction.

II. Network Architecture

A - Physical Network Configuration

1) **Switching Requirements**
   A switching machine capable of a trunk interface to an Operator Services System as defined by Bellcore in FR-NWT-000271, *Operator Services Systems Generic Requirements,* is required. The switch should support all trunk types needed for the originating classes of service that are eligible for Directory Assistance services.

2) **Signaling**

Trunk signaling formats formerly known as Feature Group C (FGC) or traditional signaling are employed. Support for coin signaling and/or operator hold may be required.

3) Recording

Automatic Message Accounting (AMA) Records are made using Phase 2 of the Expanded Bellcore AMA Format (EBAF). These records are made in the Operator Services DMS TOPS™ switch.

4) Transport

Calls are sent from the CLEC end office over dedicated Operator Services trunks that provide call control functionality.

All local and intraLATA call completion attempts are routed over a BST intertoll trunk facility directly to the terminating end office that serves the destination number.

5) Drawing of Network Elements

See Attached.

B - Operational Support System Requirements

1) Billing
2) Service Order - provisioning

C - Software Requirements

The following software is required in the DMS TOPS™ switch:

PCL TOPS004 (or higher)
OSB00001 Operator Services Basic
OSEA0001 Operator Services Equal Access
OSDA0001 Operator Services Directory Assistance
OSDA0002 Automated DA Call Completion
OSDA0004 Automated Directory Assistance Service
OSDA0006 DA Automation Interface
ADVQ0001 Advanced Queuing
ADVQ0003 Host Queue Management System
        or ADVQ0004 Remote Queue Management System
ADVQ0005 Host/Remote Networking by Queue Type
ENSV0001 Enhanced Services
ENSV0003 TOPS Alternate Announcements
ENSV0008 Enhanced TOPS operator centralization
ENSV0011 Enhanced operation centralization remote support
EWSS0001 Enhanced Workstation Services

EWSS0003 TOPS DA Subtending TMS
EWSS0004 TOPS Open Position Protocol
EWSS0007 Enhanced TOPS Message Switch (Host office only)
Gateway Software
Intelligent Audio Processor (IAP)/Interactive Voice Subsystem (IVS) Software
MPXI0001 TOPS MPX-IWS Platform Base
MPXI0002 TOPS MPX-IWS Operating System and Network Communication
MPXI0003 TOPS MPX-IWS Operator Assistance Application
MPXI0005 TOPS MPX-IWS NT DA Application

III. Performance Standards & Reliability

A - General Description

Service and answer time will be provided on par with service BellSouth provides to its end user customers.

B - Diversity Requirements

Not applicable.

C - Performance Monitoring

No specific requirements; however, network elements will be monitored as part of BST network infrastructure.

D - Special Considerations

None identified.

IV. OAM&P (Ordering, Administration, Maintenance, and Provisioning)

A - Intervals for Installation, Repair

Intervals as negotiated/contracted on an Individual Case Basis (ICB) unless tariffed. Connectivity complements as described in T-S-Ds for network interconnection services required so that service may be provided.

B - Description of Centers Affected and their Roles

1) Operator Services Facilities Management will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.
2) LCSC - receive and process orders and handle billing inquiries, adjustments, etc.
3) Billing - Investigate billing errors.
4) NISC - install trunks and do translations.
5) CPG - order trunks.

C - Ordering Standards and Order Reception Standards

DACC will be ordered through the LCSC.

D - Repair Standards and Repair Order Reception Standards

Not applicable.

E - Service Management

1) Operator Services Facilities Management will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.

F - Billing and Special Arrangements

1) CABS or CRIS
DACC for facility based CLECs will be billed in CABS
DACC for unbundled PORT based CLECs will be billed in CRIS
CLECs will be billed for each DACC Attempt

2) Release Requirements

May need to bill "Post Facto" until IT/Comptrollers prepared to mechanize billing procedures. In this case, data would need to be tracked manually until systems are functional.

3) Special Considerations (CLUB, special medium, etc.)

None.

G - Internal Training Requirements

Training to be developed for.the following Centers and Work Groups as needed:
1) LCSC
2) Billing
3) Account Team

H - Staff Support Requirements

1) Initial Roll-Out

Support as needed for centers and systems described above for M&P development, training etc.

2) Ongoing Requirements

Support needed for centers and systems described above for ongoing updates to systems, documentation and training.

TAB 15

Intercept Access
Technical Service Description
May 12, 1997

Document Prepared by:

Product Manager:
Nancy Becker 404/529-7382

Project Manager:
Carol Olsen 404/529-7367

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Intercept Access T-S-D
Operator Services Interconnection 5/12/97

I. Market Service Description

A - Basic Service Features

Intercept Access Service refers calls from a disconnected or non-working number to the proper number. BellSouth will provide this service to CLEC end users on behalf of the CLEC. A database look-up is performed to retrieve the referral number. The referral number is provided to the calling party by a mechanized audio announcement.

B - Basic Service Capabilities

For facility based CLECs, a separate, dedicated Intercept trunk facility to the TOPS switch is required for Intercept. Standard trunk signaling is used to send the intercepted number to the Number Services switch. The subscribing CLEC must provide updates to the intercept databa: to support the service. Initially, updates will be done via a manual process, but long term a mechanized update process will be deployed. Intercepted numbers will be available within 72 hours after being properly provided to the intercept database. Intercept service is provided for months.

Basic Intercept Access Service does not include the following:
◊   Custom Announcements
◊   Call Completion
◊   Detail Billing

For unbundled PORT CLECs, Intercept Service cannot be ordered without ordering an unbundled PORT.

C - Forecast

Demand used to calculate TELRIC rates is the total offered load on existing systems associate with BellSouth's provision of service to its end users today. Demand is for CY 1996.

     1)   Regional (interstate and intrastate)

     799.9 M Calls

     2)   State (interstate and Intrastate)

AL	44.5 M Calls	FL	232.5
GA	193.7	KY	29.4
LA	54.0	MS	31.3
NC	69.8	SC	55.5

TN   89.2

3) Geo/wire Center (if applicable)

Not Applicable

D - Pricing Structure and Description

1) NRC (non-recurring charge)
Only those associated with facilities that must be installed for transport.

2) Recurring Charges
Rates associated with the UNEs must recover costs in a manner that reflects the way they are incurred. (paragraph 743 of Order)
The following rate is for facility based CLECs.

Rate Per Intercept Query $x.xxxxx / Query

For unbundled PORT CLECs without a dedicated trunk facility, a peg count cannot be generated. Therefore, a one time charge will be used to bill this service at disconnect. This USOC will be placed on the PORT order for the subscribing CLEC at the CLEC's request.
Intercept Surcharge $xxx.xxxxx/CLEC end user

*The rates shown above are proxy rates only.

3) Credit Terms (for failure to meet commitments) NRC
Same as those described generically in current carrier tariffs for access services.

E - Deployment Schedule

Service can be provided now. Orders will be handled manually until standard ordering procedures are finalized.

F - Distribution Channels

Use Access Service Request (ASR) process through the Local Customer Service Center (LCSC) for unbundled PORT CLECs.

Use Local Service Request (LSR) process through the Local Customer Service Center (LCSC) for unbundled PORT CLECs.

G - Product Codes, Sales Codes Requirements

Product Code 61; no need for sales codes has been identified.

Intercept Access T-S-D
Operator Services Interconnection 5/12/97

H - Product Tracking Needs

No AMA recordings are recorded. Recording is limited to peg counts made at the DMS TOPS™ switch for facility based CLECs. Revenue Account Codes are needed.

1) Number of Intercept Queries
2) Revenue

I - Tariff, Contract or Other Agreement

1) **Tariff Requirements**
   No state PSC tariff requirements have been identified.

2) **Contract and Contract Administration Requirements**
   Will be provided as part of general contract with CLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service.

J - Advertising and Promotion Plans and Requirements

None.

K - Customer Training Considerations

None.

L - Staff Support Requirements

1 JG 59 Product Manager currently supporting transaction
1 JG 58 Project Manager currently supporting transaction
1 WS 10 clerk currently supporting database updates*
1 WS 14 clerk currently supporting database updates*

* Support needed by clerks will increase with order activity

II. Network Architecture

A - Physical Network Configuration

1) **Switching Requirements**
   A switching machine capable of a trunk interface to an Operator Services System as defined by Bellcore in FR-NWT-000271, *Operator Services Systems Generic Requirements*, is required. The switches should support all types of intercept treatments needed for lines eligible for intercept services.

2) **Signaling**

Trunk signaling formats formerly known as Feature Group C (FGC) or traditional signaling are employed with single information digit.

3) Recording

No Automatic Message Accounting (AMA) Records are recorded. Recording is limited to peg counts at the DMS TOPS™ switch for facility based CLECs.

4) Transport

Calls are sent from the facility based CLEC end office over dedicated Intercept trunks.

5) Drawing of Network Elements

See Attached

B - Operational Support System Requirements

1) ICONS - Database Update
2) Billing
3) CBS - peg count
4) Service Order - provisioning

C - Software Requirements

The following software is required in the DMS TOPS™ switch:

PCL TOPS004 (or higher)
OSB00001 Operator Services Basic
OSDA0001 Operator Services Directory Assistance
Gateway Software
Intelligent Audio Processor (IAP)/Interactive Voice Subsystem (IVS) Software
LION

III. Performance Standards & Reliability

A - General Description

Service will be provided on par with service BellSouth provides to its end user customers.

B - Diversity Requirements

Not applicable.

C - Performance Monitoring

No specific requirements; however, network elements will be monitored as part of BST network infrastructure.

D - Special Considerations

None identified.

IV. OAM&P (Ordering, Administration, Maintenance, and Provisioning)

A - Intervals for Installation, Repair

Intervals as negotiated/contracted on an Individual Case Basis (ICB) unless tariffed. Connectivity complements as described in T-S-Ds for network interconnection services required so that service may be provided.

B - Description of Centers Affected and their Roles

1) Operator Services Facilities Management will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.
2) LCSC - receive and process orders and handle billing inquiries, adjustments, etc.
3) ICONS - receive and process database updates from CLECs
4) Billing - investigate billing errors
5) CBS - peg count for facility based CLECs
6) Operator Services Database Management - Intercept problem resolution
7) NISC - install trunks and do translations
8) CPG - order trunks
9) NSDC

C - Ordering Standards and Order Reception Standards

Intercept will be ordered through the Local Customer Service Center (LCSC)

D - Repair Standards and Repair Order Reception Standards

Not applicable.

E - Service Management

1) Operator Services Facilities Management in conjunction with the NRC and RTOC will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.

F - Billing and Special Arrangements

1) **CABS or CRIS**
   Intercept for facility Based CLECS will be billed out of CABS.

No AMA recordings will be generated. Peg counts from the TOPS switch will be used to bill.

Intercept for unbundled PORT CLECs will be billed out of CRIS. No AMA recordings or peg-counts will be generated.

2) Release Requirements

May need to bill "Post Facto" until IT/Comptrollers prepared to mechanize billing procedures. In this case, data would need to be tracked manually until systems are functional.

3) Special Considerations (CLUB, special medium, etc.)

None.

G - Internal Training Requirements

Training to be developed for the following Centers and Work Groups as needed:
1) LCSC
2) Billing
3) CBS
4) ICONS
5) Account Team

H - Staff Support Requirements

1) Initial Roll-Out

Support needed for centers and systems described above for M&P development, training, etc.

2) Ongoing Requirements

Support needed for centers and systems described above for ongoing updates to systems, documentation and training.

TAB 16

Directory Assistance Database Service (DADS)
Technical Service Description

I. Market Service Description

A - Basic Service Features

DADS provides a customer with the right to use BellSouth's subscriber listing information (liste names, addresses, telephone numbers) solely for setting up its own directory assistance type services. Non published listings and listings that are requested to be omitted by BellSouth customers are not provided. Other local exchange company subscriber listings are not provid unless a contract is in effect between BellSouth and the local exchange company to do so.

B - Basic Service Capabilities

DADS provides a customer with the right to use BellSouth's subscriber listing information (liste names, addresses, telephone numbers) solely for setting up its own directory assistance type services. Non published listings and listings that are requested to be omitted by BellSouth customers are not provided. Other local exchange company subscriber listings are not provid unless a contract is in effect between BellSouth and the local exchange company to do so.

BellSouth will provide customer with an initial base file extract and daily update files of all eligil listings in a BellSouth format and delivered via magnetic tape. The daily update files will cont all listing change activity occurring since the customer's most recent update and will begin afte creation of the base file. The subscriber listing information will be provided to the customer as collected from BellSouth end user service orders. BellSouth will provide customer with recr layout and magnetic tape specifications upon request. Daily updates may be accumulated provided weekly on magnetic tape at the request of the customer.

Customer may only use DADS for setting up a directory assistance type service. Customer m not use DADS for telemarketing purposes, to create marketing or mailing lists, or to create or publish telephone directories. Customer may not reproduce, license, rent, or resell DADS for purpose. Ownership of and title to the DADS data will remain with BellSouth.

Customer may order residential and/or business listings by NPA and/or NPA-NXX.

C - Forecast

Demand used to calculate TELRIC rates is the total offered load on existing systems associat with BellSouth's provision of DADS to existing customers. The TELRIC study for DADS is performed on a regional basis. Demand is for CY 1996.

1) **Regional (interstate and intrastate)**
   40 Customers
   34,800 Customer's end user requests per month

2) **State (Interstate and Intrastate)**
   Not applicable

3) **Geo/wire Center (if applicable)**
   Not Applicable

D - Pricing Structure and Description

1) NRC (non-recurring charge)
None.

2) Recurring Charges

1. *Use Fee* — *$0.0350 /per DADS end user requ*
2. *Recurring charge* — *$150.00 / per month*
3. *Cancellation Fees (prior to delivery of initial file)* — *All BST Cost Incurred*
4. *Termination Fees (12 mo. min. service period)* — *Months Left x Recurring Charge*

The customer is required to "self report" usage counts. Customer agrees to set up mechanized method of recording, accumulating, tracking, usage counts in a format acceptable to BellSouth for billing. Customer agrees to report usage counts to BellSout for billing no later than the 10 work day of each month after receiving the base file. Customer agrees to allow BellSouth to audit tracking system upon request. BellSouth will bill customer a maximum usage charge as determined by BellSouth if no usage is reported by the 10th of each month.

3) Credit Terms (for failure to meet commitments)
No service guarantee or credit terms for failure to meet commitments.

E - Deployment Schedule

Service can be provided now.

F - Distribution Channels

Distribution is accomplished via Operator Services Wholesale product management, Interconnection Services and Industry Relations account teams. No sales compensation is provided. The DADS ASR-like application will be prepared by Operator Services personnel and forwarded to the appropriate ICSC group to input the service order.

G - Product Codes, Sales Codes Requirements

Product Code 61; no need for sales codes has been identified.

H - Product Tracking Needs

Unique account and class codes are needed to allow for individual tracking of the service under Product Code 61.

I - Tariff, Contract or Other Agreement

1) Tariff Requirements
DADS is currently filed in all state GSSTs in section A38.1. OLECs will be offered servi under contract, absent PSC orders to file a tariff.

2) Contract and Contract Administration Requirements
Will be provided as part of general contract with OLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service. To be negotiated and administered by BellSouth Interconnection/Operator Services.

J - Advertising and Promotion Plans and Requirements
None.

K - Customer Training Considerations

None.

L - Staff Support Requirements

No incremental headcount required.

II. Network Architecture

A - Physical Network Configuration
DADS is not a communications service. A drawing which describes BellSouth network components utilized to provision DADS is attached.

B - Operational Support System Requirements

The Service Order and IT LIST database systems and personnel are utilized to provision DADS.

C - Software Requirements
Not applicable.

III. Performance Standards & Reliability

A - General Description
DADS listing are furnished to the customer in an unprocessed format as collected from BellSouth end user service orders.

B - Diversity Requirements
Not applicable.

C - Performance Monitoring
Not applicable.

D - Special Considerations
None identified.